

**ENROLLMENT SERVICES TECHNICIAN**

**DEFINITION**

Performs a variety of complex clerical duties in Admissions and Records which requires specialized knowledge related to admissions, registration, transcript evaluation, enrollment eligibility and transfer rules and regulations. Involves frequent responsible contacts and the use of independent judgment in the application of related duties.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is provided by the Assistant Director and higher-level management personnel.

May provide work direction to student workers.

**DISTINGUISHING CHARACTERISTICS**

An Enrollment Services Specialist determines course equivalencies, eligibility, and evaluates transcripts according to State and Federal guidelines. Functional responsibility and the exercise of independent judgment is required in the performance of a variety of complex duties.

An Enrollment Services Assistant performs a wide variety of duties, which includes processing requests from students, the dissemination of information, and solving routine problems.

**EXAMPLES OF DUTIES**

Processes and evaluates applications and forms for admission, registration, and status change.

Determines residency status of student applicants according to established sections of the State Education Code, Title V and Immigration and Naturalization laws applicable to community college admissions requirements.

Verifies and inputs student information related to citizenship, residency, eligibility, and status changes using computerized designated database codes.

Provides accurate detailed information regarding the interpretation and application of rules, policies and procedures to students, staff, and public.

Responds via e-mail or telephone to inquiries regarding residency issues, admissions-related problems, and general inquiries.

Evaluates and certifies coursework completed for the Intersegmental General Education Transfer Curriculum (IGETC) for CSU and UC institutions according to State Chancellor's Office and established college guidelines.

Evaluates and certifies courses completed at other schools (Passalong IGETC) according to current rules and regulations; prepare and forward certification and on-line and/or hard copy transcript to requested UC or CSU.

Provides quasi advisement regarding CSU and UC General Education Certification (IGETC and Breadth), Associate in Art and Science degrees and Certificate of Completion.

## **EXAMPLES OF DUTIES (continued)**

Evaluates and certifies coursework completed for the California State University General Education Breadth Certification (CSU Breadth) according to State Chancellor's Office and established college and university guidelines; prepare and forward certification along with on-line and/or hard copy transcript to requested California State University.

Establishes and maintains comprehensive and accurate files of on-line official transcripts and hard copy records, which may include GPA calculation, unit adjustment, higher-grade re-calculations, graduation posting and General Education Certification.

Processes all official on-line and hard copy transcripts; maintain a computerized listing of all official transcripts processed.

Determines course equivalencies; evaluates transcripts; determines eligibility according to State and Federal guidelines for graduation and certificates.

Assists students with Touchtone Telephone Registration problems and/or questions.

Updates student Personal Identification Numbers into computer database for registration purposes.

Collects and balances fees for registration, catalogs, transcripts, and related services; credit card processing; preparation of receipts for fee based services.

Prepares written correspondence to authorized public and private agencies requesting student information.

Reviews and processes petitions for graduation and certificates for accuracy.

Certifies Veteran's on VACERT – Automated Electronic Certification.

Scans and indexes admissions application, official transcripts, instructor rosters, semester grade sheets and other official documents into college's mainframe computer database.

Assists students with the navigation of computerized Kiosk systems throughout the college campus.

Assists students via telephone or e-mail on the navigation of on-line student grades and any other on-line inquiries.

Disseminates admission information to local feeder high schools and provide on- site admissions.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Computerized software and mainframe programs; computerized coding.

## **QUALIFICATIONS (continued)**

World Wide Web and navigation of on-line applications.

Applicable sections of the State Education Code and Title V.

Scanning and indexing of official documents.

Residency status and immigration laws application to community college admissions.

Veterans Administration regulations pertaining to educational benefits.

Procedures and policy related to the performance of duties in an Admissions and Records Office.

College catalogs and course descriptions, numbering systems and equivalencies.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Fees collection and accounting.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Modern office practices and equipment including automated word processing, record management, and filing systems.

### **Ability to:**

Analyze and verify information.

Plan and organize work.

Work confidentially with discretion.

Understand and follow oral and written directions.

Operate a wide variety of office machines and equipment including word processor, computer terminal, typewriter, copier, microfilm, and microfiche reader, scanner and calculator.

Make accurate mathematical calculations.

Use independent judgment and make decisions.

Interpret and communicate rules and laws verbally and in written correspondence.

Deal effectively with a diverse population of students, staff and the public.

Prioritize multiple duties and meet deadlines.

Analyze situations accurately and adopt an effective course of action.

Train and provide work direction to others.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

High School Diploma or equivalent.

Three years of clerical experience, one year of which must have been in an admissions office at a community college or university.

### **Desirable:**

Coursework in Business or a related field from an accredited college or university.

## **PHYSICAL REQUIREMENTS:**

Standing for long periods of time at a counter responding to inquiries.